

**HPECCG**  
**14 July 2022**

**Introductions**

Carragh Godolphin-Teague		Cllr
Cllr	Andrew McCleary	
		Cllr
Cllr		

**Apologies**

Kirsten Flanagan	Cllr	Steve Garnett
Cllr		

**Agenda**

- 1 Community Impact Team Presentation
- 2 Residents' Feedback Session and Debrief Forms
- 3 Agree Actions –
- 4 Feedback from HPECCG – Carragh Godolphin-Teague
- 5 Next Steps – Carragh Godolphin-Teague
- 6 AOB – Carragh Godolphin-Teague
- 7 Date for Next Meeting – October 2022 – Carragh Godolphin-Teague

**1 Community Impact Team Presentation –**

- Figures show contacts dropped, requests for fencing dropped, ASB dropped slightly. Overall, an improved picture. Having more bins and toilets worked. Use of nitrous oxide was up and there seemed to be a problem re communication. Some people don't know how to use community groups to spread messages
- Issue re GEO mapping – people being dropped off at Hilton Park not Heaton Park
- Parking controls re Middleton Road area – temporary closure of junction 19 created problems which had a knock-on effect. Need to think about this for future
- Maccabi Centre needs to be open earlier so residents can drop in
- Cohesion required between enforcing authorities (parking)

- Taking taxi rank out of Sheepfoot Lane Car Park was a positive result for residents of Meade Hill
- ASB extended past the Duke of Wellington Pub on Victoria Avenue (past the residents' permit scheme) – passed onto GMP

## **2 Residents' Feedback Session and Debrief Forms**

- Presentation was based on log sheets from the Maccabi Centre and the debrief sessions attended by Carragh and an officer from GMP. 22 residents attended in person and gave lots of feedback/observations, which was mainly positive. Unable to share the detail at present due to data protection. Will share later when the information has been anonymised. The debrief sessions were useful and we seem to be improving in very clear areas
- Issues weren't aware of on Hilton Lane/Bland Road with taxis dropping people off at Hilton Park instead of Heaton Park
- Requests to be part of residents permit scheme from Lilywhite Funeral Parlour to St Margaret's Road, also Milton Street and Egerton Road
- Debrief sessions were not all negative – 2/3 people attended to say, 'good job' and people brought ideas to the table to improve things, moving forward. It was a good balanced view
- Will Hold feedback sessions again next year – Manchester border and Rochdale residents

## **3 Agree Actions**

- Will review requests to extend the parking permits scheme
- Will look at ASB on Victoria Avenue (passed residents' permit scheme)

## **4 Feedback from HPECCG – Carragh**

- Perrymead road, Ostrich Lane, Nursery Road, Carver Avenue, Newton Street, Henry Street – recommendations (Carragh will look at with Parklife)
- Feedback from Licensing re taxis will be in September debrief
- ASB at Duke of Wellington (Victoria Avenue) may have been to do with an event there and not Parklife – local knowledge would be good
- Stewards on St Margaret's Road were letting everyone through in the morning but that was quickly resolved and everything positive
- Cones and signs near mini roundabout – can this be extended to Perrymead Road?

- On the whole was very pleased with how things went
- Confused by terminology (feedback sessions). Engine's notice had wrong number on it – then updated/corrected. 3-6pm was extended to 7.30pm; this was off-putting for working people – need to offer same opportunities
- Using distribution companies re the parking permits wasn't very helpful – didn't get the borders between wards right. Those who issue the census forms must get every household. Maybe the permits need to go with a letter, so they don't get lost. The electoral register is a good tool but not everyone is on it, so there would be big gaps
- In response to enquiry re scope to extend the area to the estates on the other side of Bury New Road, such as Hilton Lane, St Ann's Road, Circular Road and surrounding streets, this will be added to the report for next year. Data captured re fencing and toilets shows this has improved year on year. Will look at other areas such as Ostrich Lane etc. Feedback will help inform planning for next year
- Heaton Park Tram Station wasn't included – complaints to Councillors. The residents' permit zone needs extending north of Bury Old Road. So much of Holyrood neglected over the years. People parking illegally. Parking fines need to be higher in order to be a deterrent
- People turned signs around on Egerton Street, causing problems. This then backfired when people started getting tickets. There were no repeater signs on the road. Signs top and bottom but nothing in between. Touts and some residents were selling permits
- Complaints that the Community Impact Team needed to be there. Answerphone was operational a week before the event, but no one was getting back to callers. There should be a live line one week before, not an answerphone. One resident left a message 3 times, finally got hold of who went straight round to the resident to resolve whatever issue
- One resident had his car scratched and is seeking compensation
- Gas canisters was a really big issue this year
- Good feedback from Kings Road area
- Some people couldn't find the Metro after the event. Digital signs needed on Bury Old Road.
- CIT good, comms room responding to people afterwards and getting things cleaned up Campers at the back Of the Maccabi Centre – Carragh got the area cleaned up straight away
- Permit fails – 684
- Reports from TFGM - effective mopping up outside the site to clear people away quickly
- Extend parking permits and increase fines for those who park illegally or without permits. Those attending in cars split the fine between them which works out cheaper than getting a taxi. Bury Old Road was a 'taxi rank' nightmare that went too long for the residents. Could do with another pick-up point at Tesco or Lidl. Give sat nav point to parents for pick up

- There were illicit taxis trying to pick up young girls. Need to bring in minimum standards – GM taxis in GM only. Unlicensed taxi was trying to pick people up and charge them £40 to Manchester. Need to improve green agenda – tie in with that
- Questions raised re NSL – only paid until 6pm
- Enquiries being made through Legal Team at Bury re increasing parking fines. People were parking on residents' drives. Civil enforcement can only work on highways – looking at extending the highway to the front door
- Barrier not across Kings Road. Stewards on Kings Road from Bury Old Road were doing their job
- was excellent
- Complaints from businesses – not enough spending
- CIT hub worked well. Police did a great job as well as Bury Licencing and street cleaners
- General improvement re taxis
- Indian Ocean reported they'd lost business and couldn't do deliveries. No one had contacted the owner
- Couldn't access the feedback form in the format it was in
- Big improvement (Parklife) this year
- Right turn onto Old Hall Lane blocked off this year and last year. Intercepted by police whilst moving the bollards to get through on Friday and Saturday but allowed to do it. Two neighbours didn't feel safe turning right onto Middleton Road – got directed onto Victoria Avenue and took an hour to get home (noted)
- Ludicrous that Junction 19 was closed but the main problems were caused by taxi drivers. It was like a free-for-all with them. Problems made worse because of several other major events in Manchester on the same night

All other events were a leftover from the pandemic and all had knock-on effect.  
Substantially more parents picking young people up

- Old Hall Lane made better by having community police and supplementary security
- Keep up the good work, it's been the best one yet
- Entrance To Heaton Park - can it be open longer before the event and have walkway all the way through. People are directed down Sheepfoot Lane. Crossing the road and having to climb over low fence is an issue. Can't manoeuvre across the grass. If it can't be done, say so.

Grand Lodge entrance takes it to the boneyard and behind the scenes for Parklife. Health and Safety issues and operational work behind the scenes and stages means it's not possible

to go this way. Fencing isn't correct as there's no footpath. Could have been better communication. Sign on railing but quite a walk before that. Traffic management sign for pedestrians on the list for next year. Access not great but can't give access directly through the park

- Opening up quickly afterwards is a greater issue for those residents who walk their dogs and those who walk with their babies
- Shouldn't have to look at loos 2 weeks after the event

This was investigated with the site team re the toilets contractor – there were transport issues

## **5 Next Steps**

- Notes of this meeting to be shared on website
- Circulation of presentation and anonymised notes from debrief sessions
- Update webpage from 2018
- Set up (online) meeting for October
- Review summer activities, bonfire night and Lightopia, avoiding Fridays and Jewish holidays
- Look at refreshing the group membership. Carragh to do mapping exercise

## **6 AOB**

- Heaton Park – look at improving communication
- Parklife Community Fund – please put forward any ideas or suggestions on how this should be spent

## **7 Date of Next Meeting**

October 2022 (actual date to be confirmed)